

# تقرير معايير جودة الخدمة لشركة الاتصالات السعودية

## Report on STC Quality of Service Indicators



KSA  
Q4, 2018

stc

## General Key Performance Indicators

KPI name	Measurement Unit	KPI value					Target value for quarter
		Required Statistics and description	10th month	11th month	12 month	4th Quarter	
Supply Time	Time	fastest 50 % of orders are completed (in days)	0.8	0.8	0.7	0.7	7 days for 90% of requests
		fastest 90 % of orders are completed (in days)	2.6	2.7	1.8	2.4	
		fastest 95 % of orders are completed (in days)	3.1	3.2	2.2	2.8	
		fastest 99 % of orders are completed (in days)	3.7	3.9	2.7	3.4	
Response Time for Reply to Requests	Time	The average time to respond to requests received through electronic channels, including e-mail, social media and others (in hours)	0:40:16	0:16:09	0:18:19	0:25:29	within 60 sec for 85% of voice calls
		The average time to respond to requests received through voice calls (in seconds)	13	15	14	14	
		Time to respond to the fastest 85% of requests received through voice calls (in seconds)	0.19	0.78	0.41	0.46	

## Key Performance Indicators Applied on Fixed Networks

KPI name	Measurement method	KPI value					Target value for quarter
		Required Statistics and description	10th month	11th month	12 month	4th Quarter	
Unsuccessful Call Ratio	Percentage %	unsuccessful calls for national calls	0.05	0.07	0.07	0.06	< 1%
		unsuccessful calls for international calls	0.01	0.02	0.01	0.01	
	Number	Total number of national calls	493,490,212	540,703,950	520,227,852	1,554,422,014	
		Total number of International calls	432,589,610	392,388,348	416,355,927	1,241,333,885	
Dropped Call Rate	Percentage %	dropped calls, calculated from all the calls in the period	0.04	0.03	0.03	0.03	< 1%
Call Setup Time	Time	The time in which the fastest 95 % of national calls are set-up (in seconds)	2.24	2.24	2.24	2.24	95 % in < 7 sec; 99% in <10 sec
	Number	The total number of national calls	493,490,212	540,703,950	520,227,852	1,554,422,014	
		The total Number of international calls	432589610	392388348	416355927	1241333885	
Speech Connection Quality	Mean Opinion Score(MOS)-National	This value is obtained through special tool that analyzes the sound after it is transferred between the two ends of the connection	4.11	4.12	4.11	4.11	> 3,75 MOS
Speech Connection Quality	Mean Opinion Score(MOS) -International	This value is obtained through special tool that analyzes the sound after it is transferred between the two ends of the connection	4.2	4.25	4.26	4.24	> 3,75 MOS

## Key Performance Indicators Applied on Mobile Networks

### A. OSS Counters Measurements

KPI name	Measurement method	KPI value					Target value for quarter
		Required Statistics and description	10th month	11th month	12 month	4th Quarter	
Unsuccessful Call Ratio (2G)	Percentage %	Unsuccessful calls, calculated from all the call attempts in the period	0.54%	0.53%	0.52%	0.53%	< 1%
Unsuccessful Call Ratio (3G)	Percentage %	Unsuccessful calls, calculated from all the call attempts in the period	0.18%	0.21%	0.18%	0.19%	< 1%
Dropped Call Ratio	Percentage %	dropped calls, calculated from all the calls in the period	0.24%	0.25%	0.24%	0.24%	< 1%

Shukran!

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